

## Connections

You can watch live broadcasts by connecting a coaxial cable to your TV and can get access to the Internet by using a LAN cable or wireless access point. Using various connectors, you can also connect external devices

### Connection Guide

You can view detailed information about external devices that can be connected to the TV.

-> Source -> Connection Guide

It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- Audio Device: HDMI (eARC), Optical, Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup
- Video Device: HDMI
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, NFC on TV, Tap View
- PC: HDMI, Screen Sharing (Wireless), Apple AirPlay
- Input Device: Remote Control, Keyboard, Mouse, USB Gamepad, USB Camera, Bluetooth Device
- Game Console: HDMI
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)

The connection method and available external devices may differ depending on the model. Some functions may not be supported depending on the model or geographical area. Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).

### Connecting an Antenna

You can connect a coaxial cable to your TV

- An antenna connection is not necessary if you connect a cable box or satellite box.
- The port on your TV may differ from the following figure depending on the product model and region.

## Connecting to the Internet

- You can get access to the Internet through your TV. -> Settings -> General -> Network -> Open Network Settings
- Configure network settings to connect to an available network.

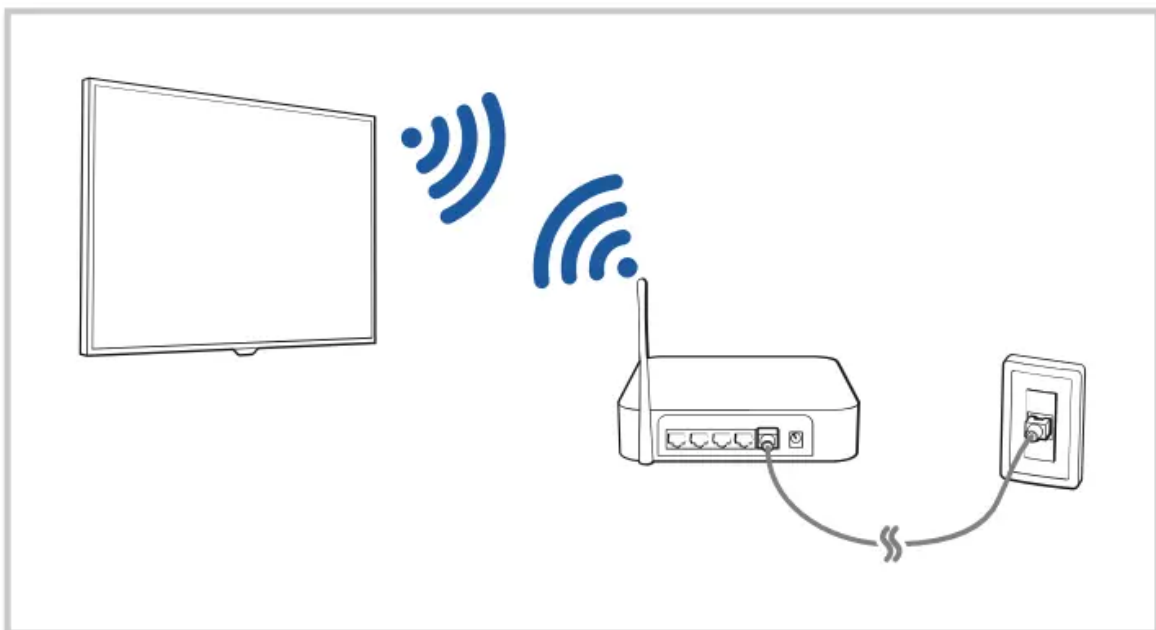
**Establishing a wired Internet connection:** . -> Settings -> General -> Network -> Open Network Settings -> Wired

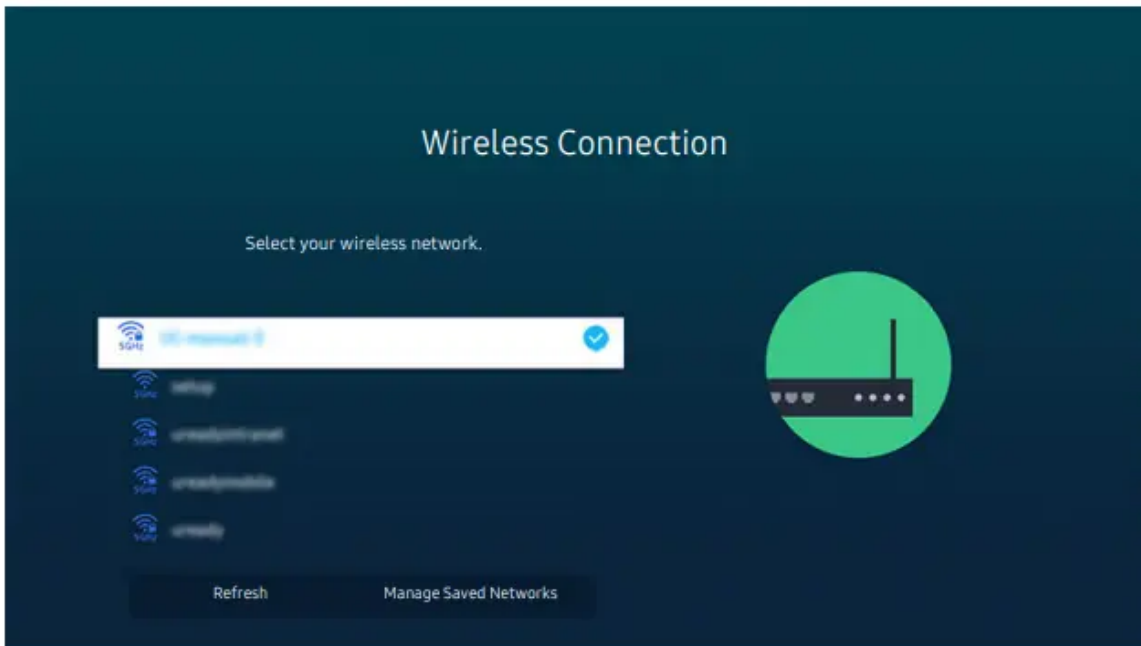
If you connect a LAN cable, the TV automatically accesses the Internet.

- If the TV does not automatically connect to the network, refer to "Network Issues" in "Troubleshooting."
- To connect a LAN cable, use a CAT 7 (\*STP type) cable for the connection. (100/10 Mbps) \* Shielded Twisted Pair
- The TV will not be able to connect to the Internet if your network speed is below 10 Mbps.
- This function may not be supported depending on the model.

## Establishing a wireless Internet connection

- -> Settings -> General -> Network -> Open Network Settings -> Wireless
- Make sure that you have the wireless access point's name (SSID) and password settings before attempting to connect. The network name (SSID) and security key are available on the wireless access point's configuration screen. See the wireless access point's user manual for more information.





- The image on your TV may differ from the image above depending on the model and geographical area.
- If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).
- If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The TV will connect automatically.
- To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.
- To disconnect Wi-Fi, select Disconnect in -> Settings -> General -> Network -> Network Status

### Checking the Internet connection status

- -> Settings -> General -> Network -> Network Status
- View the current network and Internet status.

### Resetting Your Network

- -> Settings -> General -> Network -> Reset Network
- Restore the network settings to the factory default.

### Turning on the TV with a mobile device

- -> Settings -> General -> Network -> Expert Settings -> Power On with Mobile

- You can turn on the TV using a mobile device connected to the same network as the TV. This function is available with a mobile device connected to the TV through the SmartThings app or the Apple AirPlay function.

### **Connecting an IP control device to the TV**

-> Settings -> General -> Network -> Expert Settings -> IP Remote

You can connect an IP control device to the TV remotely to manage your IP device.

- To use this function, Power On with Mobile must be turned on.
- Turning this feature on may allow other IP control devices to control your TV. We recommend turning this feature on only if an authorized third-party custom controller is installed and configured specifically for a Samsung TV and if your Wi-Fi network is password protected.
- This function may not be supported depending on the model.

### **Screen Sharing (Smart View) with your Mobile Device**

You can watch the screen of your mobile device on the TV screen through Smart View, Tap View or Multi View.

For information on how to share the screen with your mobile device, refer to -> Source -> Connection Guide -> Smartphone -> Screen Sharing (Smart View).

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.
- Use AirPlay if you are an iPhone or iPad user. For more information, refer to -> Source -> Connection Guide -> Smartphone -> Apple AirPlay. This function may not be supported depending on the model or geographical area.
- The screen sharing function (Smart View/Apple AirPlay) on your mobile device appears on Multi View of the TV (or the screen on your mobile device). This function may not be supported depending on the model or geographical area.

### **Using Tap View**

By tapping the mobile device on your TV, you can watch Multi View or mobile device's screen through the TV screen. This function may not be supported depending on the model. This function is available in Samsung mobile devices with Android 8.1 or higher.

1. Enable Tap View on your mobile device. For more information about configuration, refer to 'Enabling Tap View'.
2. Turn on the screen of your mobile device.

3. Tap your mobile device on the TV. The TV screen switches to mobile device's screen.

4. Watch Multi View or mobile device's screen on the TV screen.

- This function enables mirroring (Smart View) by detecting vibrations generated when you tap the mobile device on the TV.
- Be sure to tap away from the TV screen and bezel corners. It may scratch or break the TV or mobile device screen.
- We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the TV.

## Enabling Tap View

Enable Tap View in the SmartThings app

Depending on the SmartThings app version, you may need to register the TV with your mobile device.

1. Launch the SmartThings app on your mobile device.
2. Select Settings ( -> ) in SmartThings app on your mobile device.
3. Set Tap View to on. Upon connection for the first time, select Allow on a pop-up window of the TV

## Connection Cables for External Devices

You can view detailed information about the connection cables for external devices that can be connected to the TV.

Available connection cables may differ depending on the model or geographical area.

## Switching between external devices connected to the TV

You can switch between TV programs and the content of external devices.

-> Source

When you select a connected external device on the Source screen, the output of the selected device is displayed on the TV's screen

- To control a device (Blu-ray player, game console, etc.) that supports universal remote control with the TV's remote control, connect the device to an HDMI port on the TV, and then turn on the device. The output displayed on the TV is automatically switched to the output of the device or you can configure universal remote control for the device automatically. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

- This function may not be supported depending on the device and geographical area.

## **Editing the name and icon of an external device**

-> Source

You can change the port name for a connected external device or add it to the Home Screen.

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available: Available functions may differ depending on the port type.

1. Universal Remote: You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.

- This function may not be supported depending on the model or geographical area.
- For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

2. Edit: You can rename the input ports and change the device icons.

3. Information: You can view detailed information about an external device.

4. Add to Home: You can add the port of an external device to the Home Screen for quick switching.

## **Using additional functions**

You can use the following features on the Source screen.

- Remote Access
  - Use the TV to access your PC via remote PC or Screen Sharing (Wireless).
  - For more information, refer to "Using Remote Access."
- Connection Guide:
  - Displays device connection instructions.
  - For more information, refer to "Connection Guide."
- Universal Remote: Lets you register external devices to your Samsung remote control and control them using the Remote.
  - This function may not be supported depending on the model or geographical area.
  - For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."

# Remote Control and Peripherals

## Controlling External Devices with a Samsung Remote Control - Using the Universal Remote

- Control the TV and connected external devices with a Samsung remote control -> Source -> Universal Remote
- You can control external devices connected to the TV using a Samsung remote control. To control external devices, register them by following the instructions on the screen.
  - This function may not be supported depending on the model or geographical area.
  - You can also use the Anynet+ (HDMI-CEC) function to operate external Samsung devices with your TV's remote control without any additional setup. For more information, refer to "Using Anynet+ (HDMI-CEC)."
  - Specific external devices connected to the TV may not support the universal remote feature.
  - Do not place any obstacles in front of an external device and TV's logo. It may cause signals from the remote control to be transmitted improperly.
  - The TV memorizes both the external device and its connection port (HDMI 1, HDMI 2, etc.).
  - If you have difficulty controlling external devices with the Universal Remote, try adjusting the positions of the external devices.
  - This function may not operate properly depending on the TV installation environment and the features of external devices.

## Using Anynet+ (HDMI-CEC)

- Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.
- You can use the TV's remote control to control external devices that are connected to the TV by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

## Connecting an external device through Anynet+ and using their menus

-> Settings -> General -> External Device Manager -> Anynet+ (HDMI-CEC) Try Now

1. Set Anynet+ (HDMI-CEC) to On.
2. Connect an HDMI-CEC-compliant device to the TV.
3. Turn on the connected external device.

The device is automatically connected to the TV. After the connection process is finished, you can access the menu of the connected device using your TV remote and control the device.

The connecting process can take up to 2 minutes to complete.

## **Read before connecting an Anynet+ (HDMI-CEC) device**

- Anynet+ (HDMI-CEC)-enabled devices must be connected to the TV with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).
- You can configure the TV's Universal Remote to control third-party cable boxes, Blu-ray players, and home theaters that do not support HDMI-CEC. For more information, refer to "Controlling External Devices with a Samsung Remote Control - Using the Universal Remote."
- Anynet+ cannot be used to control external devices that do not support HDMI-CEC.
- The TV remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI-CEC)-enabled device again.
- Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and only when those devices are either in standby mode or turned on. Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theaters.
- Anynet+ (HDMI-CEC) can control only one home theater system.
- To listen to 5.1 channel audio from an external device, connect the device to the TV via an HDMI cable and connect a 5.1 home theater system directly to the external device's digital audio output connector.
- If an external device has been set up for both Anynet+ and a universal remote control, the device can be controlled only with the universal remote control.

## **Controlling the TV with a Keyboard, Mouse, or Gamepad**

- Connecting a keyboard, mouse, or gamepad to make it easier to control the TV. -> Settings -> General -> External Device Manager -> Input Device Manager Try Now
- You can connect a keyboard, mouse, or gamepad to make it easier to control the TV.

### **Connecting a USB keyboard, mouse, or gamepad**

Plug the keyboard, mouse or gamepad cable into the USB port.

- If you connect a mouse, it is available only in the Internet app and Remote Access function.
- XInput USB gamepads are supported.
- For more information, refer to Input Device in Connection Guide ( -> Source -> Connection Guide -> Input Device).

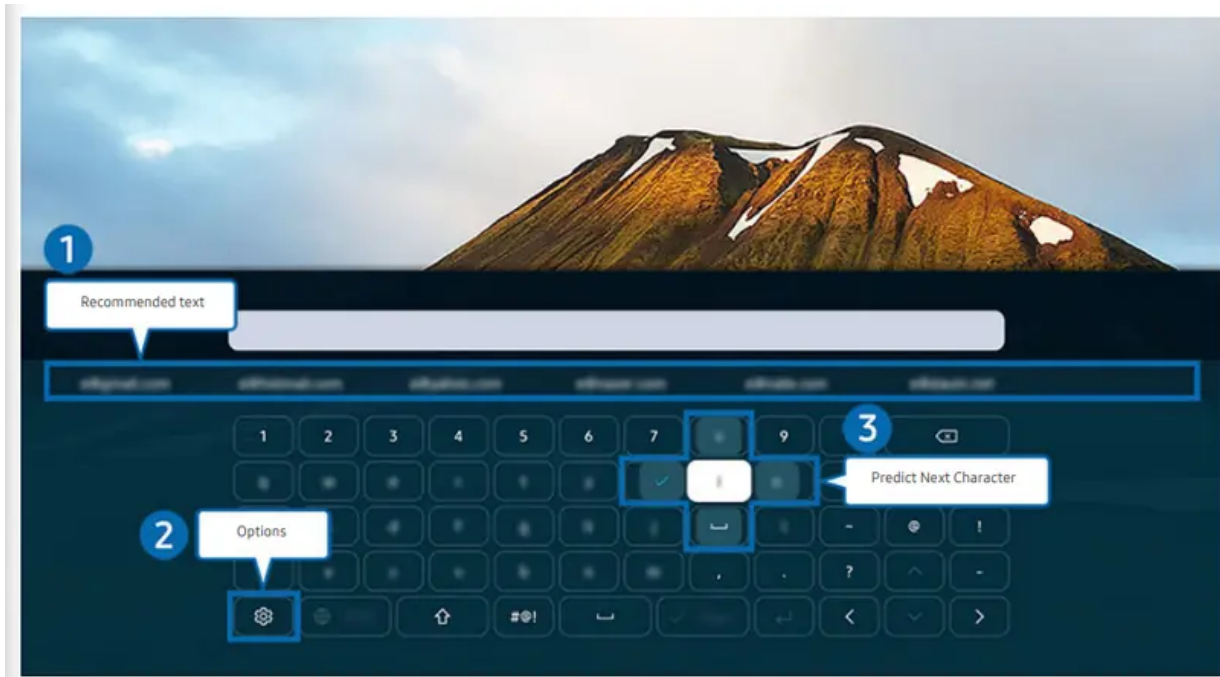
### **Connecting a Bluetooth keyboard, mouse, or gamepad**

-> Settings -> General -> External Device Manager -> Input Device Manager -> Bluetooth Device List

- If your device was not detected, position the keyboard close to the TV, and then select Refresh. The TV scans for available devices again.
- If you connect a mouse, it is available only in the Internet app.
- For more information, refer to the Bluetooth device's user manual.
- This function may not be supported depending on the model or geographical area.

## Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your TV.



### 1. Recommended text

- When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

2. Options: Select on the virtual keyboard screen. The following options are available: The options available may differ depending on the function running currently.

- Recommended text
- Reset Recommended Text Memory
- Accented Character Preview
- Predict Next Character (when using direction buttons)
- Language

3. Predict Next Character: Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one.

## Smart Features

You can enjoy various apps with Smart Hub.

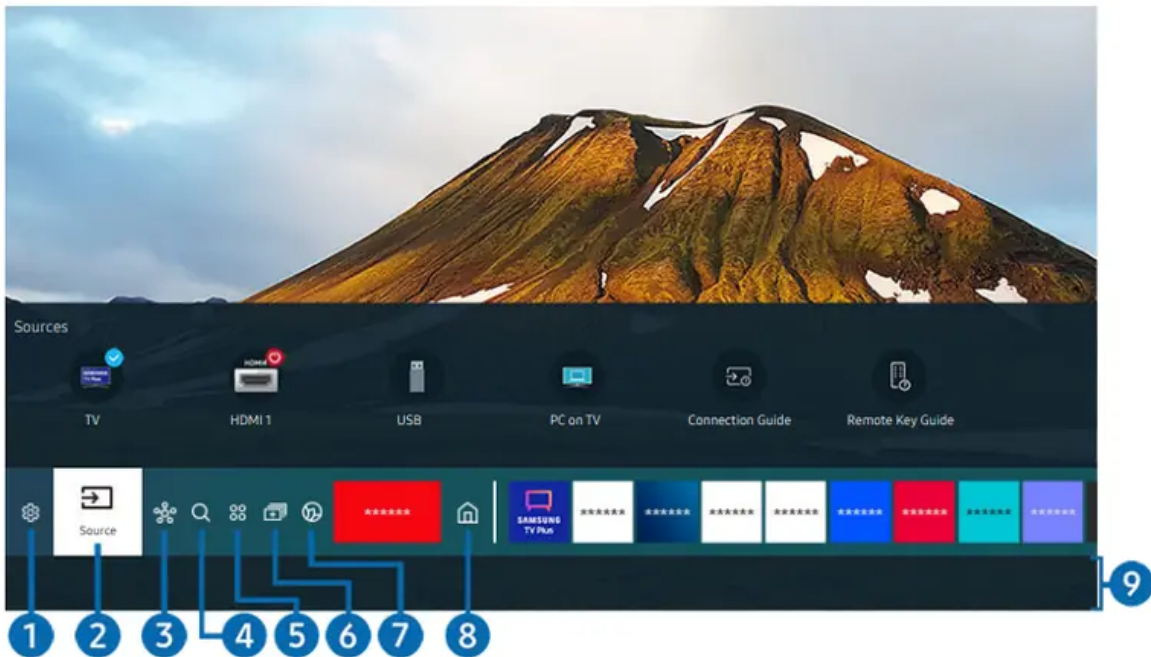
### Using Smart Hub

View descriptions of Smart Hub's basic functions. From Smart Hub, you can use the Internet search function, install and use various apps, view photos and videos, or listen to music stored on external storage devices, and perform more functions.

- Some Smart Hub services are paid services.
- To use Smart Hub, the TV must be connected to the Internet.
- Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.
- Smart Hub service outages can be caused by disruptions in your Internet service.
- To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features and services. You can view the entire text of the Terms & Privacy by navigating to -> Settings -> Terms & Privacy. Try Now
- If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub ( -> Settings -> Support -> Device Care -> Self Diagnosis -> Reset Smart Hub).

### Displaying the Home Screen

Press the button.



On the Home Screen, you can easily run the apps you have used previously or frequently. The apps can also be moved or deleted from the screen.


1. Settings: When the focus is moved to Settings, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

- e-Manual: You can open the user manual embedded in your TV.
- Picture Mode: You can select the picture mode that provides the best viewing experience. To change the picture mode, press the Select button. To make fine adjustments, press the up directional button, and then select Picture Setup.
- Sound Mode: You can select a sound mode to optimize your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the up directional button, and then select Equalizer Setup.
- Sound Output: You can select which speakers the TV uses for audio output. To change the audio output, press the Select button. To connect to a Bluetooth speaker, press the up directional button, and then select Bluetooth Speaker List. Connecting Bluetooth speaker may not be supported depending on the model or geographical area.
- Game Mode: You can set the Game Mode to optimize the TV screen for better gaming performance. To turn Game Mode on or off, press the Select button. To set the detailed options, press the up directional button, and then select Go to Game Mode Settings.
  - For more information, refer to "Setting the Viewing Environment for External Devices."
  - This function is only available when an external input source is being used.
  - This function may not be supported depending on the model

- **Caption:** You can watch TV broadcasts with captions. To activate or deactivate the Caption function, press the Select button. To run Accessibility Shortcuts, press the up directional button, and then select Accessibility Shortcuts.
- **Sleep Timer:** You can turn off the TV automatically at a specific time. To change the sleep time, press the Select button. To set the specific time at which the TV turns off automatically, press the up directional button, and then select Set Up Off Timer.
- **Network:** You can view the current network and Internet status. Press the up directional button, and then select Network Status or Network Settings.
- **Color Tone :** You can select a color tone suitable for your viewing preferences. To change to a color tone that you want, press the Select button.
- **Picture Clarity:** You can optimize pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the up directional button, and then select Picture Clarity Settings.
- **Digital Output Audio Format:** You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI (eARC) for external devices that support the Dolby Digital+ format.
  - HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- **Device Care:** You can run Device Care to diagnose and optimize your TV. Device Care can also check and optimize the TV's storage. If any problem is found, the TV needs technical support.
- **All Settings:** Display the Settings menu. This function may not be supported depending on the model or geographical area

## 2. Source

- You can select an external device connected to the TV. For more information, refer to "Switching between external devices connected to the TV."

3.  SmartThings: This function allows the TV to connect and control the detected devices in the same space. For more information, refer to "Using SmartThings." This function may not be supported depending on the model or geographical area


4. Search: You can search for channels, programs, movie titles, and apps from Smart Hub.

- To use this feature, the TV must be connected to the Internet.
- This function may not be supported depending on the model.

5. Apps: You can enjoy a wide range of contents, including news, sports, weather, and games by installing the corresponding apps on your TV.


- To use this feature, the TV must be connected to the Internet.

- For more information, refer to "Using the Apps Service."

6. : Multi View While watching the TV, you can simultaneously view multiple screens that are split. This function may not be supported depending on the model or geographical area. For more information, refer to "Using Multi View."

7. Ambient Home: You can enhance your living space with decorative content that matches the surroundings or view essential realtime information, such as weather, time, and news, on the TV screen when you are not watching TV. To return to the TV mode, press the button in Ambient Mode. To shut off the TV, press the button. In case of any The Frame model, press and hold the button.

- If you use a remote control other than the Samsung Smart Remote, there may be restrictions to entering Ambient Mode.
- This function may not be supported depending on the model.
- For more information, refer to "Using the Ambient Mode."

8.  Home: This menu appears first when you press the button. Then you can quickly access Samsung Account, Notification or Privacy Choices. The available features may differ depending on the model or geographical area.

- Samsung Account: Go to the Samsung Account screen to create a new account or sign out of your account. For more information, refer to "Using a Samsung account."
- Notification: You can view a list of notifications for all events that occur on your TV. A notification appears on the screen when it is time to view a scheduled program or when an event occurs on a registered device. If you move the focus to Notification, and then press the Select button, a notification window appears on the right and the following functions are available:
  - Delete All: You can delete all your notifications.
  - Settings
    - You can select services you want to be notified about.
    - When you select Allow sound, notifications are displayed with a notification sound.
- Privacy Choices: You can view and set the privacy policy for Smart Hub and various other services.

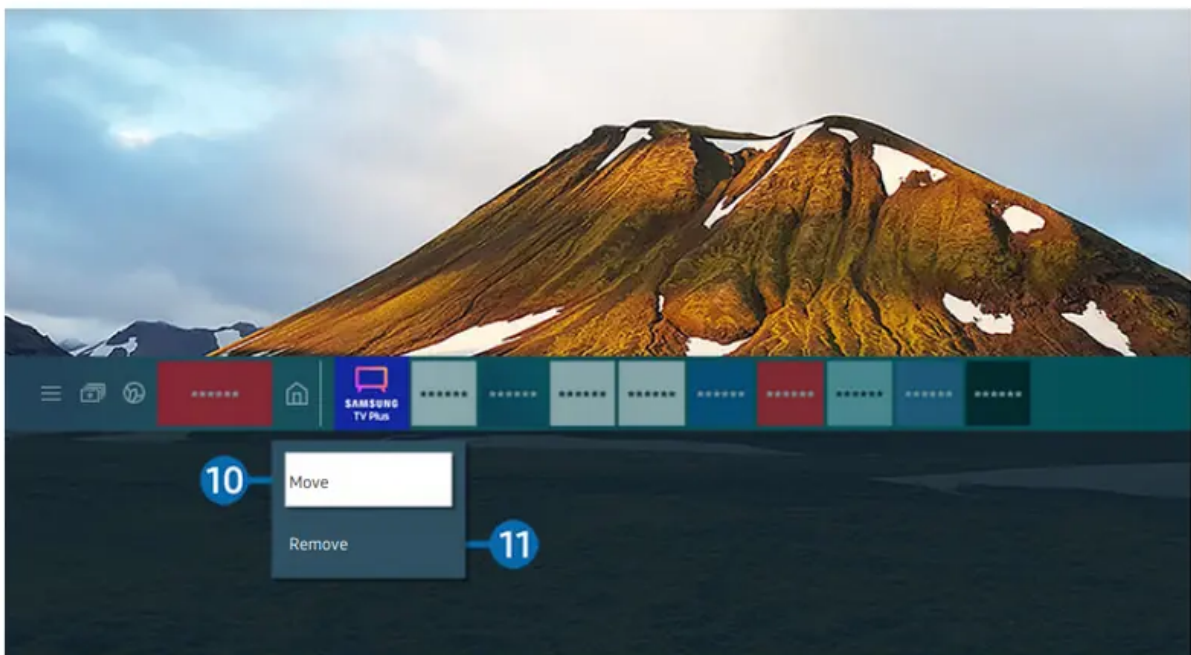
9. Universal Guide: Universal Guide is an app that allows you to search for and enjoy various content, such as TV shows, dramas, and movies, in one place. Universal Guide can recommend

content tailored to your preferences. You can use this feature on your mobile device with the Samsung SmartThings app.

- To enjoy the content from these apps on your TV, they must be installed on the TV.
- When you watch some paid content, you may need to make a payment using their associated app.
- Some content may be restricted depending on your network conditions and your subscriptions to paid channels.
- Parental control is necessary when children use this service.
- Images may look blurry depending on the service provider's circumstances.
- This function may not be supported depending on the model or geographical area.

Art: When you are not watching TV or when the TV is turned off, you can use the Art mode function to edit image content, such as artworks, photos, or to display the content.

- This function is supported only in The Frame.
- For more information, refer to "Using Art Mode."



10. Moving an item on the Home Screen: Move the focus to the app you want to move, press and hold the Select button on the remote control, and then select Move in option menu. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

- In the region that does not support the Universal Guide, press the down directional button on the remote control.

11. Removing an item on the Home Screen: Move the focus to the app you want to delete, press and hold the Select button on the remote control, and then select Remove in option menu. The selected app is deleted.

- In the region that does not support the Universal Guide, press the down directional button on the remote control.
- You can add the apps you want to use often to the Home Screen using Apps. To add your favorite apps to the Home Screen, refer to "Managing installed apps."

### **Launching Smart Hub automatically**

- -> Settings -> General -> Smart Features -> Autorun Smart Hub Try Now
- When you set Autorun Smart Hub to on, the TV displays the Home Screen automatically when you turn the TV on. You can turn this function on or off. Press the Select button at the current menu.

### **Launching the last used app automatically**

- -> Settings -> General -> Smart Features -> Autorun Last App Try Now
- If Autorun Last App is set to on, the last used app is automatically run when you turn on the TV. You can turn this function on or off. Press the Select button at the current menu.
  - This function may not be supported depending on the model.

### **Testing Smart Hub connections**

- -> Settings -> Support -> Device Care -> Self Diagnosis -> Smart Hub Connection Test Try Now

### **Resetting Smart Hub**

-> Settings -> Support -> Device Care -> Self Diagnosis -> Reset Smart Hub Try Now

- You can reset the Smart Hub settings. To reset Smart Hub, enter the PIN. The default PIN is "0000." You can set the PIN in-> Settings General System Manager Change PIN.
- Change PIN may not be supported depending on the model or geographical area.

### **Using Cloud Service**

You can access the cloud service by selecting the cloud service icon added to PC on TV.

- The screen on the web page may differ from that of a computer.
- You can copy or paste any text. Some image formats are supported.
- For easy and secured login in Cloud Service, PC on TV Pass is additionally supported as well as Samsung Pass. Setting Samsung Pass or PC on TV Pass. Set Samsung Pass or PC on TV Pass to Use in -> Source -> PC on TV -> Run the PC on TV browser (Additionally select Microsoft 365 or Add Cloud Service) -> Internet Menu -> Settings. PC on TV Pass allows you to easily manage the cloud service ID and password without

biometric authentication on mobile devices. For this purpose, you must be signed in to your Samsung account. The password is encrypted to be safely stored on your TV. However, the log in to PC on TV Pass may not work depending on the site policy.

- To securely access the cloud service, you can use the browser's automatic shutdown or clear the history logs.
- Before accessing the cloud service, refer to "Read Before Using the Internet Function."

The cloud service supports the following keyboard shortcuts:

- F1: Returns to PC on TV's Home screen.
- F5: Refresh.
- F8: Mutes the sound.
- F9/F10: Adjusts the volume.
- F11: Switches between full screen or default screen.

## **Using the e-Manual**

Control and read the manual embedded in your TV.

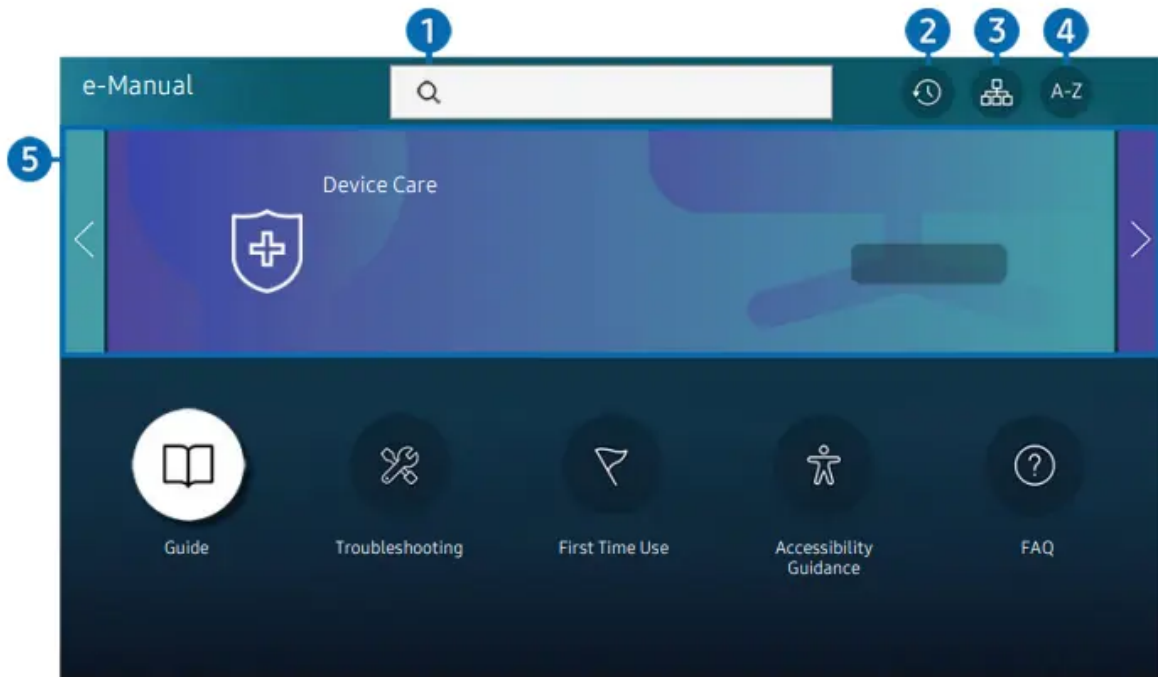
### **Launching the e-Manual**


-> Settings -> Support -> Open e-Manual

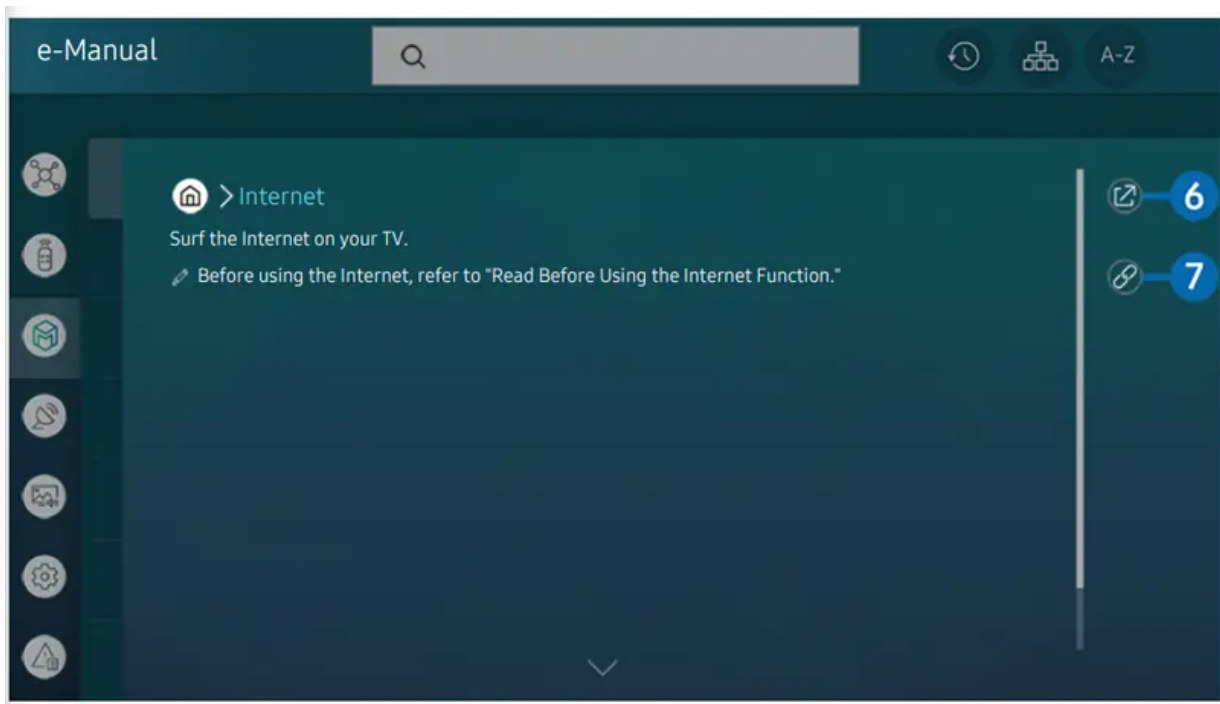
You can view the embedded e-Manual that contains information about your TV's key features.

- You can download a copy of the e-Manual from Samsung's website to view or print on your PC or mobile device
- Some menu screens cannot be accessed from the e-Manual.

## Using the buttons in the e-Manual



1. (Search): Select an item from the search results to load the corresponding page.
2.  (Recently Viewed Topics): Select a topic from the list of recently viewed topics
3. (Sitemap): It displays the lists for each item in e-Manual.
4. A -Z (Index): Select a keyword to navigate to the relevant page. This function may not be supported depending on the model or geographical area.
5. Device Care: Optimize and diagnose the condition of your TV. You can check and clean your storage space, diagnose problems or request technical support.



Words in blue (e.g., Internet) indicate a menu item.

The image on your TV may differ from the image above depending on the model and geographical area.

6. (Try Now): Allows you to access the corresponding menu item and try out the feature right away.

7. (Link): Access an underlined topic referred to on an e-Manual page immediately.

## Using the Internet

Surf the Internet on your TV. -> Internet

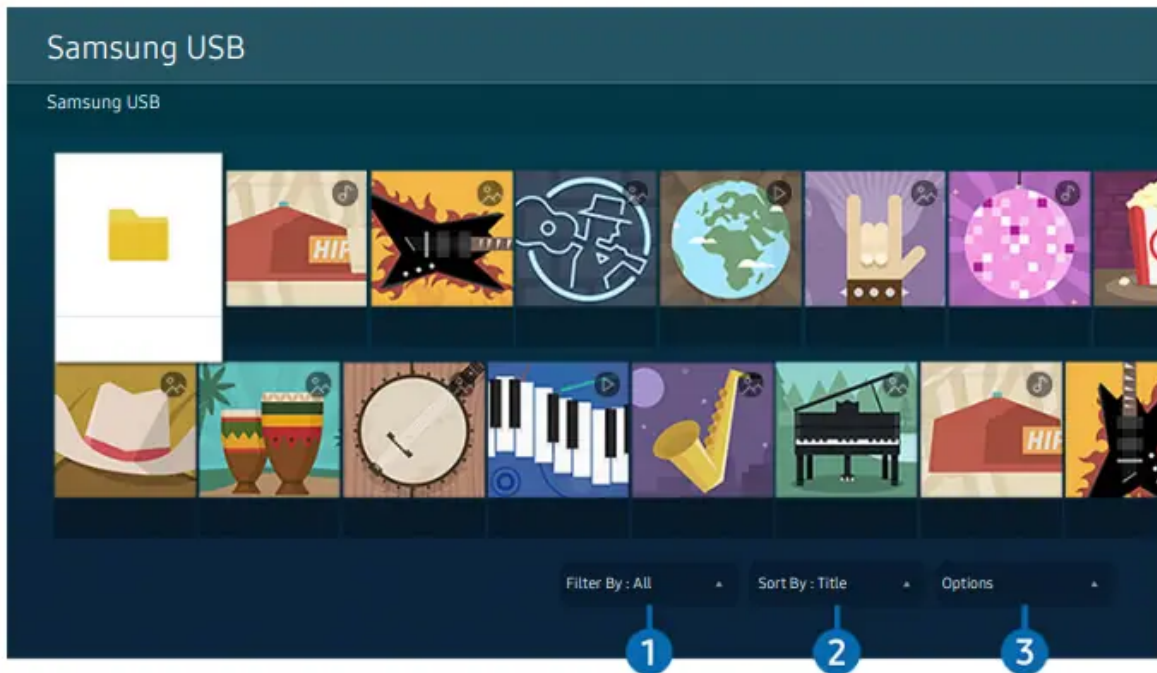
When you run Internet, you can see recently viewed web sites or featured recommendations.

When you select a desired web site, you can get immediate access to it.

- You can use the Internet function more easily after connecting a keyboard and mouse.
- The web pages may differ from those on a PC.
- Before using the Internet, refer to "Read Before Using the Internet Function."
- The Internet app has an embedded Samsung Pass (-> Internet -> Internet Menu -> Samsung Pass Settings). With Samsung Pass, you can log into the website easily and securely. When you visit the website again, you can log in with Samsung Pass Biometrics Authentication on your mobile device without entering your ID and password. However, this Samsung Pass login may not work depending on the website policy. For this purpose, you must have been logged in the mobile device with a Samsung account registered in Samsung Pass.

## Playing pictures/video/music

Play media content stored on your TV, USB devices, mobile devices, cameras, PCs, etc. -> Source  
-> Connected Device Try Now



The image on your TV may differ from the image above depending on the model and geographical area.

You can play media content saved on storage devices, such as USB devices, mobile devices, and cameras on the TV.

You cannot play media content if the content or the storage device is not supported by the TV.

- For more information, refer to "Read Before Playing Photo, Video, or Music Files."
- Backup important files before connecting a USB device. Samsung is not responsible for damaged or lost files

You can use the following functions on the media content list screen of a storage device.

1. Filter By: Filters the media content by type of media.
2. Sort By: Sorts the content list by Title or Date. This function may not be supported depending on the type of external device.
3. Options: Deletes or plays the selected media content in the media content list. When you select Refresh, the content list is reloaded.

## Playing multimedia content on a PC or mobile device

1. Select a device with media content in -> Source. The media content list in the device appears.

2. Select a media content item from the list.

The selected content is played.

- The content may not be played depending on the encoding method or file format. Furthermore, several functions may be restricted.
- Content on devices connected to the TV via your network may not play smoothly due to network communication problems. If this occurs, use a USB device.

### **Playing multimedia content on a USB device**

1. Connect a USB device to the USB port.
2. When a pop-up message appears on the screen, select Browse to easily move to the list of multimedia content stored on the device. If a USB device that contains the content you want to play is already connected to the TV, select the USB device in the -> Source screen.
3. Select a content item to play from the list.

The selected content is played.

Listening to your mobile device sound through the TV speaker using Sound Mirroring

1. Search for and connect to your TV from the (Bluetooth) device list on your mobile device.
2. Select media content to play on your mobile device. The selected media is played through the TV speaker.

This function may not be supported depending on the model.

In some models, the image of the played content may differ depending on the mode.

If the TV and the sound bar are connected wirelessly, the operation may be restricted.

### **Using Bixby**

Set Voice Assistant to Bixby. Speak into the microphone on your Samsung Smart Remote to control your TV.

- This function is available only if Voice Assistant is set to Bixby. (-> Settings -> General -> Voice -> Voice Assistant)
- This function is supported only in The Frame.
- Bixby is available only when the TV is connected to the Internet.
- To use Bixby, you must register and sign in to your Samsung account. Some functions may not be supported if you are not signed in to your Samsung account.
- Bixby only supports some languages, and the supported functions may differ depending on the geographical area.
- Bixby may not be supported depending on the geographical area.

# Troubleshooting

If you have a problem with your TV, you can access various solutions while watching TV. If your problem is not addressed in the Troubleshooting section, view the FAQ section or contact the Samsung Call Center.

## Picture Issues

Testing the picture: -> Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test Try Now Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the TV. Picture Test displays a high definition picture you can examine for flaws or faults.

### 1. Flickering and Dimming

If your TV is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.

Disable Brightness Optimization, Brightness Reduction, Motion Lighting, or Contrast Enhancer.

- -> Settings -> General -> Power and Energy Saving -> Brightness Optimization
- -> Settings -> General -> Power and Energy Saving-> Brightness Reduction
- -> Settings -> General -> Power and Energy Saving -> Motion Lighting
- -> Settings -> Picture -> Expert Settings -> Contrast Enhancer

Run Picture Test. When the tested image quality is normal, check the signal of the connected device.

- -> Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test

### 2. Component Connections and Screen Color

- If the color on your TV screen is not correct or the black and white colors are off, run Picture Test. -> Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test. If the test results indicate that the problem is not caused by the TV, do the following:
- When using the One Connect Box, confirm that its video input connectors are connected to the correct external device video output connectors.
- When using the component cable, confirm that the green (Y), blue (Pb), and red (Pr) jacks are plugged into their proper connectors.
- For more information about how to connect an external device, run Connection Guide. -> Source ->Connection Guide

### 3. Screen Brightness

If the screen appears too dim, try changing the settings under Reset Picture or disabling Brightness Optimization.

- -> Settings -> Picture -> Expert Settings -> Reset Picture
- -> Settings -> General-> Power and Energy Saving -> Brightness Optimization

If the colors on your TV are correct but just a little too dark or bright, try adjusting the following settings first.

- -> Settings -> Picture -> Expert Settings -> Contrast
- -> Settings -> Picture -> Expert Settings -> Brightness
- -> Settings -> Picture -> Expert Settings -> Sharpness
- -> Settings -> Picture -> Expert Settings -> Color
- -> Settings -> Picture -> Expert Settings -> Tint (G/R)

4. Blurring, or Juddering: If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.

- -> Settings -> Picture -> Expert Settings -> Picture Clarity Settings

#### 5. Unwanted Powering Off

If your TV appears to turn off by itself, try disabling some of the TV's energy efficiency functions.

See if Sleep Timer has been enabled. The Sleep Timer automatically turns the TV off after a 9XLSRfils3 period of time.

- -> Settings -> General -> System Manager -> Time -> Sleep Timer

If the Sleep Timer has not been enabled, see if Auto Power Off or Off Timer has been enabled and disable it.

- -> Settings -> General -> Power and Energy Saving -> Auto Power Off
- -> Settings -> General -> System Manager -> Time -> Off Timer

#### 6. Problems Powering On

- If you are having problems powering on your TV, there are a number of things to check before calling the service department.
- Confirm that the TV's power cord is connected correctly at both ends and that the remote control is operating normally.
- Make sure that the antenna cable or cable TV cable is firmly connected.
- If you have a cable box or satellite box, Confirm that it is plugged in and turned on.
- In case of a model that supports One Connect Box, check the One Invisible Connection or One Connect Cable between the TV and One Connect Box.

## 7. Unable to find a Channel

- If your TV is not connected to a cable box or satellite box, run Auto Program. -> Settings -> Broadcasting -> Auto Program
- When using a broadcast receiver such as set-top box and IPTV, check the connection to the TV. -> Source -> Connection Guide
- When the symptom persists, contact your service provider.

## 8. The TV image does not look as good as it did in the store

- Store displays are tuned to a digital UHD channel or HD channel.
- Change the output resolution of your devices, such as digital broadcast receiver, IPTV, and set-top box to UHD or HD.
- Be sure to use an HDMI cable to enjoy high quality videos. -> Source -> Connection Guide -> Video Device -> HDMI
- To connect the TV with your PC, make sure that your PC's graphic card supports UHD resolutions.
- For more information about the supported UHD resolutions, refer to "Supported Resolutions for UHD Input Signals."
  - Make sure that the set-top box or cable box supports the content or broadcast for UHD and set the resolution. For more information, contact your service provider. When using a Samsung TV Plus channel, check the network connection.
  - When the network speed is slow, the app may not work or the image quality may be poor.

## 9. The picture is distorted

- The compression of video content may cause picture distortions, especially in fast moving pictures from sports programs and action movies.
- If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.
- Mobile phones used close to the TV (within 3.2 ft) may cause noise on analog and digital channels.

## 10. The color is wrong or missing

- If you're using a Component connection, make sure that the Component cables are connected to the correct jacks.
- Incorrect or loose connections may cause color problems or a blank screen.

## 11. The color is poor or the picture is not bright enough

Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.

- -> Settings -> Picture -> Picture Mode
- -> Settings -> Picture -> Expert Settings -> Brightness
- -> Settings -> Picture -> Expert Settings -> Sharpness
- -> Settings -> Picture -> Expert Settings -> Color

See if Brightness Reduction has been enabled.

- -> Settings -> General -> Power and Energy Saving -> Brightness Reduction

Try resetting the picture.

- -> Settings -> Picture -> Expert Settings -> Reset Picture

12. There is a dotted line on the edge of the screen

- Change Picture Size to 16:9 Standard. -> Settings -> Picture -> Picture Size Settings

13. The picture is black and white

- Check whether Grayscale is set to On. -> Settings -> General -> Accessibility -> Grayscale

14. The picture won't display in full screen

- HD channels will have black bars on either side of the screen when displaying upscaled SD (4:3) content.
- Black bars will appear at the top and bottom of the screen when you watch movies that have aspect ratios different from your TV.
- Adjust the picture size options on your external device or set the TV to full screen. -> Settings -> Picture -> Picture Size Settings -> Picture Size

15. The Caption function in the TV menu is deactivated

- When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.

16. Captions appear on the TV screen

- Turn off the Caption function in Caption Settings. -> General -> Accessibility -> -> Caption Settings -> Caption

17. The HDR of the connected external device turns off

- Expand the reception range of the corresponding HDMI input signal in Input Signal Plus. -> Settings -> General -> External Device Manager -> Input Signal Plus

18. The TV remains on or does not turn on automatically.

- If the surrounding area is too dark or bright, the motion sensor may not work normally. The performance of the motion sensor may be affected by the installation environment

(height, tilt, obstacles). If the clothes you wear or your skin color is similar to the surrounding shading, the motion sensor may not work properly. Motion Sensor may not be supported depending on the model or geographical area.

- The TV responds to all visual changes around it (lights, displays, dogs, out-of-window changes, and other occurrences). You can adjust the response level by adjusting the sensitivity of the motion detector.
  - -> Art -> Settings -> Motion Detector. Motion Detector may not be supported depending on the model or geographical area.

If the test picture does not appear or there is noise or distortion, the TV may have a problem. Contact Samsung's Call Center for assistance.

If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.

If the problem persists, check the Signal Information or refer to the external device's user manual

## Sound and Noise Issues

When the TV has difficulties with sound, these steps may help resolve the problem.

### Testing the sound

-> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test. If the TV plays the Sound Test melody without distortion, there may be a problem with an external device or the broadcast signal's strength.

#### 1. How can I connect an audio device to the TV?

- The connection method may differ depending on the audio device, such as HDMI (eARC), Optical, Bluetooth, and Wi-Fi.
- For more information about how to connect an audio device, run Connection Guide. -> Source -> Connection Guide -> Audio Device

#### 2. There is no sound or the sound is too low at maximum volume

- Check the volume control of your TV, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your TV.
- Check the cable connection between an external device and the TV and then try cable connection again.

#### 3. The picture is good but there is no sound.

- Set Sound Output to TV Speaker. -> Settings -> Sound -> Sound Output
- If you are using an external device, check the device's audio output option.
- For example, you may need to change your cable box's audio option to HDMI if the box connected to your TV is using an HDMI cable.

- To listen to computer sound, connect an external speaker to the computer's audio output connector.
- If your TV has a headphone jack, make sure there is nothing plugged into it.
- Reboot the connected device by disconnecting and then reconnecting the device's power cable.
- With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.

#### 4. No sound is heard.

- Check whether Digital Output Audio Format is set to Pass-Through.
- If you select the Pass-Through option to use an AV receiver that does not support Dolby Digital+, no sound is output with Dolby Digital+ content.
- It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats. -> Settings -> Sound -> Expert Settings -> Digital Output Audio Format -> Auto

#### 5. The speakers are making an odd sound.

- Run Sound Test. -> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test
- Make sure that the audio cable is connected to the correct audio output connector on the external device.
- For antenna or cable connections, check the Signal Information. A low signal level may cause sound distortions. -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information

#### 6. The sound is interrupted.

- The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the TV.
- To minimize interruptions, we recommend a wireless access point that uses a 5 GHz frequency. 5 GHz may not be available depending on the model.
- When the symptom persists, it is recommended to use wired connection such as HDMI eARC and Optical.

#### 7. Whenever a function is used on the TV or the channel is changed, the TV voices the activity. The TV explains in voice-over the video scenes displayed on the screen.

- Turn off the Voice Guide function in Voice Guide Settings. -> Settings -> General -> Accessibility -> Voice Guide Settings -> Voice Guide

8. The TV audio is not being played through the AV receiver. Check the A/V receiver's power supply and its settings.

- When connecting the optical cable between the TV and A/V receiver, make sure that the sound output is set Optical on your TV.
- In case of HDMI eARC connection, make sure that it is connected to the eARC dedicated HDMI port on your TV. However, the eARC can be used only when the A/V receiver supports the eARC feature

9. The sound is not heard clearly.

- Change to an appropriate sound mode. -> Settings -> Sound -> Sound Mode
- When Intelligent Mode and Adaptive Sound+ are turned on, the sound effects are automatically adjusted to the surroundings. -> Settings -> General -> Intelligent Mode Settings -> Intelligent Mode
- To optimize the sound depending on the surroundings, select Adaptive Sound+. -> Settings -> General Intelligent Mode Settings -> Adaptive Sound+

10. The volume of the external device cannot be adjusted.

- Check the cable connection between the TV and the external device.
- When connecting an external speaker such as home theater via HDMI, make sure it is connected to the HDMI (eARC) port on the TV. Make sure that the -> Settings -> General -> External Device Manager -> Anynet+ (HDMI-CEC) is active on your TV.

11. I want to turn off and on the TV and audio device at the same time.

- When you connect the Samsung Soundbar to the TV via Bluetooth, the power turns off and on together. It may not be supported depending on the Samsung Soundbar model.
- When you connect an audio device that supports HDMI eARC to the HDMI (eARC) port on the TV, the power turns off and on together.

## **Channel and Broadcast Issues**

When the TV has difficulties receiving broadcasts, these steps may help resolve the problem.

1. "Weak or No Signal" displayed in TV mode or cannot find channel.

- Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources. -> Source -> Sources
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

2. The TV is not receiving all channels.

- Confirm that the coaxial cable is securely connected to the TV.

- Run Reset or Auto Program. -> Settings -> General -> Reset. -> Settings -> Broadcasting -> Auto Program

3. The captions are not provided on a digital channel.

- When watching channels with the antenna cable connected, run Caption Settings. -> Settings -> General -> Accessibility -> Caption Settings
- Some channels may not have caption data.
- When watching a channel on an external device such as a set-top box and cable box, turn on the caption function on the device. For more information, contact your service provider.

4. Broadcasting is deactivated.

- Broadcasting is only available when Source is set to TV.
- Broadcasting cannot be accessed while you watch TV using a cable box or satellite box.
- Broadcasting cannot be accessed while a recording is in progress or the Timeshift function is running.

## External Device Connectivity Issues

When the TV has difficulties connecting to external devices such as a PC, game console, or mobile device, these steps may help resolve the problem.

1. The "Mode Not Supported" message appears.

- Adjust the output resolution of the external device to a resolution supported by the TV.

2. The video is OK but there is no audio.

- If you are using an HDMI connection, check the audio output setting on your PC.
- If you are using a DVI to HDMI cable, a separate audio cable is required.
- To listen to the computer sound, connect external speakers to the audio output connection of the computer.

3. I want to connect to a PC and mobile device via screen mirroring.

- To wirelessly connect the TV to your PC, read the instructions at PC Screen Sharing (Wireless) in Connection Guide, and then try to connect. -> Source -> Connection Guide -> PC -> Screen Sharing (Wireless)
- Confirm that the TV and your PC are connected to the same network.
- To wirelessly connect the TV to your mobile device, read the instructions at Smartphone Screen Sharing (Smart View) in Connection Guide, and then try to connect. -> Source Connection Guide Smartphone Screen Sharing (Smart View)

- If the TV has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.

#### 4. No screen appears when connecting the TV to an external device.

- For more information about how to connect an external device, run Connection Guide. -> Source -> Connection Guide
- Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources. -> Source -> Sources
- Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes). -> Source -> Connection Guide -> Video Device -> HDMI Troubleshooting
- When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.

#### 5. I want to connect to a Bluetooth speaker.

- For more information on how to connect a Bluetooth speaker, see Audio Device Bluetooth in Connection Guide.
  - -> Source -> Connection Guide -> Audio Device -> Bluetooth

#### 6. The PC screen does not appear or it flickers

- When the PC screen does not appear or the PC is not recognized, check the power supply of the PC and then reconnect the HDMI cable between the PC and TV. When the symptom persists, check that the PC is in Sleep mode and then set Input Signal Plus to On. -> Settings -> General -> External Device Manager -> Input Signal Plus
- When the set resolution is not matched, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'

## Network Issues

When the TV has difficulties connecting to the Internet, these steps may help resolve the problem.

-> Settings -> Support -> Device Care -> Self Diagnosis -> Smart Hub Connection Test Try Now Try Now

If the TV has trouble with network connection or TV services, check the Smart Hub connection status.

#### 1. Wireless network connection failed. Unable to connect to a wireless access point.

- Make sure that no items that can generate electromagnetic interferences are placed between the TV and the wireless/wired access point.

- Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Enter the correct password if required.
- If the wireless connection fails, connect the TV to the access point via a LAN cable.
- If the TV can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.

## 2. Wired network connection failed.

- Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.

## 3. Auto IP configuration failed. Unable to connect to the network.

- Check if the LAN cable is plugged in on both ends.
- If it is plugged in, check if the access point is turned on. If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on.
- Disconnect and then reconnect the power cable of the TV, or press and hold the power button for 3 seconds.

## 4. Connected to a local network, but not to the Internet.

1. Check if the Internet LAN cable is connected to the access point's external LAN port.
2. Check the DNS setting in IP Settings. – -> Settings -> General -> Network -> Network Status -> IP Settings

5. Network setup is completed, but unable to connect to the Internet. If the problem persists, contact your Internet service provider.

Wired networks are not supported by some models.

## **Anynet+ (HDMI-CEC) Issues**

When Anynet+ (HDMI-CEC) isn't working, these steps may help resolve the problem.

### 1. What is Anynet+?

- You can use the TV's remote control to control external devices that support Anynet+ (HDMI-CEC) and that are connected to the TV via an HDMI cable. For example, if a connected external device supports Anynet+, you can have the connected device turn on or off when you turn the TV on or off.

### 2. Anynet+ does not work.

- Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only. Check if the power cord of the Anynet+ device is properly connected.
- Check the cable connections of the Anynet+ device.

- Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On. -> Settings -> General -> External Device Manager
- Anynet+ (HDMI-CEC) Anynet+ may not function when some other functions are active, including Channel Search, Smart Hub, Initial Setup, etc.
- If you have disconnected and then reconnected the HDMI cable, scan for devices again or turn your TV off and on.

3. I want to start Anynet+. I also want the connected devices to turn on when the TV is turned on.

- Move the focus to the Anynet+ device at -> Source, press the up directional button to move to Anynet+ (HDMI-CEC), and then press the Select button.
- Check if the Anynet+ device is properly connected to the TV, and then select Anynet+ (HDMI-CEC) menu to see if Anynet+ (HDMI-CEC) is set to On. -> Settings -> General -> External Device -> Manager Anynet+ (HDMI-CEC)

4. I want to exit Anynet+.. It is inconvenient to turn on other devices because the TV also turns on. It is inconvenient because the connected devices (e.g. set-top box) turn off together.

- To turn off the Anynet+ function of a device connected to the TV, turn off the Anynet+ (HDMI-CEC) function of the device. -> Settings -> General -> External Device Manager -> Anynet+ (HDMI-CEC)
- When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (eARC) port does not turn off and on together with the TV. To prevent a specific device connected to the TV from turning off automatically, turn off the HDMI-CEC function on a specific device connected to the TV. HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

5. The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.

- You cannot use the remote control when the TV is configuring Anynet+ or switching to the TV viewing screen.
- Use the remote control after the TV has completed the Anynet+ configuring or has switched to the TV viewing screen.

6. The Anynet+ device won't play.

- You cannot use the play function when Reset is in progress.

7. The connected device is not displayed.

- Check whether the device supports Anynet+.
- Anynet+ devices must be connected to the TV using an HDMI cable. Make sure the device is connected to your TV with an HDMI cable. Some HDMI cables may not support Anynet+.
- Check whether the HDMI cable is properly connected.

- Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On. -> Settings -> General -> External Device Manager -> Anynet+ (HDMI-CEC)
- Scan for Anynet+ devices again.
- If the connection is terminated because there has been a power failure or the HDMI cable has been disconnected, please scan for the device again.

## Remote Control Issues

When the remote control isn't working, these steps may help resolve the problem

### 1. The remote control does not work.

- The connection between the remote control and the TV may be lost.
- Point the Samsung Smart Remote at the front of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.
- Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.
  - Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. – You can check remaining battery of Samsung Smart Remote with solar cell in -> Settings -> General -> Power and Energy Saving -> Available Remote Battery.
  - If the remote control has batteries, replace them with new ones.

### 3. External devices cannot be operated with the TV remote control.

- Check the cable connection between the TV and external devices.
- When the symptom persists, set it manually in -> Source -> Universal Remote

## Recording Issues

When Timeshift or Schedule recording aren't working, these steps may help resolve the problem.

### 1. The Timeshift or recording function cannot be used.

- Check if there is a storage device connected to the TV.
- Recording will automatically stop if the signal becomes too weak.
- Check the free space on the storage device.
- The function will not work if there isn't enough storage space on the USB device.
- Before using the recording function, be sure to read all precautions. For more information, refer to "Before Using the Recording and Timeshift Functions."

2. Cannot record videos received from an external device or Samsung TV Plus.
  - The recording function is only available for digital broadcast channels received by the TV. You cannot record videos received from an external device or Samsung TV Plus.
3. The "Format Device" message appears when the Timeshift or recording function is used.
  - To use the recording function, the storage device connected to the TV must have been already formatted.
  - Formatting the storage device deletes all data from it, and the storage device is formatted in NTFS.
4. The recorded files on the TV are not played back on a PC.
  - The recorded files on the TV can only be played back on the same TV. Those video files cannot be played back on a PC or other TV.

This function is not available in the U.S.A. and Canada.

This function may not be supported depending on the model or geographical area.

## **Apps**

When apps aren't working, these steps may help resolve the problem.

1. I launched an app, but it's in a different language. How can I change the language?
  - Languages supported by an app may be different from the TV Language set in the menu.
  - The ability to change the language depends on the app's provider.
2. The app does not work properly. Its image quality is poor.
  - Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.
  - The services of your application are not provided by the TV but by the application service provider.
  - Refer to the Help section on the application service provider's website.
3. The Smart Hub home screen keeps appearing whenever you turn on the TV.
  - Turn off the Autorun Smart Hub function in Smart Features. -> Settings > General -> Smart Features -> Autorun Smart Hub

## **Media Files**

When files don't play, this may help resolve the problem

1. Some files are interrupted during playback. This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some file may not play smoothly.

2. Some files can't be played.

- Some files that use an unsupported codec may not be played back.
- Make sure that the codec is supported by the TV. For more information, refer to "Read Before Playing Photo, Video, or Music Files."

## Voice Assistant Issues

When the Voice Assistant isn't working, these steps may help resolve the problem.

- This function may not be supported depending on the model or geographical area.
- The Voice Wake-up function may not be supported depending on the model, Voice Assistant or geographical area

1. The voice commands do not work well. Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.

- Bixby -> Explore Now
- Amazon Alexa: -> Settings -> General -> Voice -> Amazon Alexa Settings
- Google Assistant: -> Settings -> General -> Voice -> Google Assistant Settings

2. Bixby or Alexa answers automatically.

- The TV may recognize an ambient noise or everyday conversation as a call to Voice Assistant.
- Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low
  - -> Explore Now -> Settings -> Voice Wake-up

3. I spoke "Hi, Bixby" but Bixby does not answer. I spoke "Alexa" but Amazon Alexa does not answer.

- The Samsung Smart Remote may not recognize your voice when it is far away from you, turned upside down, or located in an environment with loud ambient noise.
  - Use the Samsung Smart Remote less than 2 feet (1.5 m) with the remote control buttons facing upward. (There is a built-in microphone on the front of the Samsung Smart Remote.)
  - Do not place the Samsung Smart Remote near the TV speaker or an audio speaker.
- Turn on the Voice Wake-up function.
  - -> Explore Now -> Settings -> Voice Wake-up

4. Voice recognition does not work with the Samsung Smart Remote unlike other features. There is no response even if the Voice Assistant button is pressed.

- The connection between the remote control and the TV may be lost. Try pairing the remote control with the TV.
- Point the Samsung Smart Remote at the front of the TV, and then press and hold the and buttons simultaneously for 3 seconds or more.
- Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.
  - Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. – You can check remaining battery of Samsung Smart Remote with solar cell in -> Settings -> General -> Power and Energy Saving -> Available Remote Battery.
  - If the remote control has batteries, replace them with new ones.

5. During voice recognition, the heavy load message appears and the function does not work.

- Unplug and then plug the TV power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.

6. I want to see weather information of the desired area.

- Say with the area name included.

## **Other issues**

Use these procedures to resolve other issues that may occur in relation to the product.

1. The TV is hot.

- Watching TV for an extended period of time causes the panel to generate heat.
- The heat from the panel is dissipated through internal vents running along the top of the TV.
- The bottom, however, may feel hot to the touch after extended use.
- Children watching TV need constant adult supervision to prevent them from touching the TV.
- This heat, however, is not a defect and does not affect the TV's functionality.

2. The TV smells like plastic.

- This smell is normal and will dissipate over time.

3. The settings are lost after 5 minutes or every time the TV is turned off.

- If Usage Mode is set to Retail Mode, the TV's audio and video settings are automatically reset every 5 minutes.

- Change Usage Mode to Home Mode. -> Settings -> General -> System Manager -> Usage Mode

4. The TV is tilted to the side.

- Remove the base stand from the TV and reassemble it.

5. The stand is wobbly or crooked.

- Refer to the Quick Setup Guide and make sure that the stand is assembled correctly.

6. A POP (TV's internal banner ad) appears on the screen.

- Change Usage Mode to Home Mode. -> Settings -> General -> System Manager -> Usage Mode

7. The TV is making a popping noise.

- The expansion and contraction of the TV's outer casing may cause a popping noise.
- This does not indicate a product malfunction.
- The TV is safe to use.

8. The TV is making a humming noise.

- Your TV utilizes high-speed switching circuits and high levels of electrical current. Depending on the TV's brightness level, the TV may seem slightly noisier than a conventional TV.
- Your TV has undergone strict quality control procedures that meet our demanding performance and reliability requirements.
- Some noise coming from the TV is considered normal and is not an acceptable cause for an exchange or refund.

9. The software update over the Internet has failed.

- Check the network connection status. -> Settings -> General -> Network -> Network Status
- If the TV is not connected to a network, connect it to a network.
- The upgrade stops if you already have the latest software version.

10. The TV narrates the screen events in voice-over.

- To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following: Press and hold the +/- (Volume) button on your Samsung Smart Remote or Remote Control.

## **Diagnosing TV operational issues**

You can diagnose issues with your TV and Smart Hub and run reset functions.

-> Settings -> Support -> Device Care -> Self Diagnosis Try Now

You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub Internet connection, and run the Smart Hub and TV factory reset functions.

- Video Test
- Picture Test
- Sound Test
- HDMI Troubleshooting
- Signal Information
- Smart Hub Connection Test
- Reset Smart Hub

#### 1. Cannot select Signal Information in Self Diagnosis.

- Verify that the current channel is a digital channel.
- Signal Information is only available for digital channels. -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information

#### 2. Reset Smart Hub

- Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications. -> Settings -> Support -> Device Care -> Self Diagnosis -> Reset Smart Hub

#### 3. Reset picture

- Resets current picture settings to the default settings. -> Settings -> Picture -> Expert Settings -> Reset Picture

#### 4. Reset sound

- Resets current sound settings to the default settings. -> Settings -> Sound -> Expert Settings -> Reset Sound

## Getting Support

Get help directly from Samsung if you have a problem with your TV.

Getting support through Remote Management

- -> Settings -> Support -> Remote Management Try Now
- After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your TV, correct problems, and update your TV's software remotely via the web. You can also turn

Remote Management on and off. You can also start this function by pressing and holding the button for 5 or more seconds. This function requires an Internet connection.

#### Finding the contact information for service

- -> Settings -> Support -> About TV Try Now
- You can view the address of the Samsung website, the call center phone number, your TV's model number, your TV's software version, Open Source License and other information you may need to get service support from a Samsung call agent or the Samsung website.
  - You can also view information by scanning the QR code of your TV.
  - You can also start this function by pressing and holding the button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

#### Requesting service

- -> Settings -> Support -> Device Care -> Request Support Try Now
- You can request service when you encounter a problem with the TV. Select the item matching the problem that you encountered, enter the required item, move the focus to Next, and then press the Select button. Select Request Now -> Send or Schedule Appointment -> Request -> Send. Your service request will be registered. The Samsung Contact Center will contact you to set up or confirm your service appointment. You must agree to the terms and conditions for the service request. This function may not be supported depending on the geographical area. This function requires an Internet connection.

## FAQ

In this section, you'll find the answers to the e-Manual questions we get asked about most often.

### **The TV Screen does not Display Properly**

When the TV screen does not look right, you can check if the issue is caused by the product or the broadcasting signal and cables.

When the TV screen does not display properly

- The color and design of the TV and its accessories and the features may differ depending on the model or geographical area.
- Check the antenna and input cable connections
- Check the antenna and input cable connections.

- Check the antenna and HDMI cable connections.
- If the issue persists, define exactly what is wrong with the display. For example, mosaics and blocks, multiple lines or white dots, fixed horizontal, or vertical lines
- Try changing channels using the remote control.
- Press the button, select Source, choose another input source.
- If the same problem persists, run a diagnostic test. On the remote control, press the button
- Select -> Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test.
- When a message appears, select OK and follow the on-screen instructions to complete the test.
- When a message appears, select OK and follow the on-screen instructions to complete the test.
- When a message appears, select Close and follow the on-screen instructions to complete the test.
- If the problem disappears during the test, check your TV signal. On the remote control, press the button.
- Select -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information to check the signal strength.
- Signal strength must be more than 20 dB (more than 4 bars on the icon) for stable signal reception.
- Related menu path
  - Select -> Settings -> Support -> Device Care -> Self Diagnosis -> Picture Test Try Now

- Select -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information Try Now

## The TV does not Turn On

If the TV screen is black, it is generally caused by a loose power cord or the peripheral device is turned off.

When your TV does not turn on

- The color and design of the TV and its accessories and the features may differ depending on the model or geographical area.
- If your TV does not turn on, check whether the remote control sensor is on
- By holding a reflective object like mirror under the TV, you can easily find the remote control sensor
- If the remote control sensor is not turned on, unplug the power cable and plug it back in
- Disconnect and reconnect the One Connect cable between the TV and the One Connect (OC) Box. Make sure that the One Connect cable is not pinched or bent sharply
- Check the remote control sensor again. If the LED is turned on, press the power button on your remote control to turn on your TV.
- If the remote control sensor turns off when you press the power button, your TV is correctly connected to the power supply.
- If the TV screen is still blank, softly tap it with your finger. If the part of the screen you tapped on blinks, your TV is correctly connected to the power supply.
- On the remote control, press the button. When the Home Screen appears, the TV is turned on but the connected external device does not work or any connection problem occurs
- Check the connection of the HDMI cable to your TV or One Connect Box.
- Make sure that the external device is turned on.
- If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.
- If it does not turn on, make sure the power cable is properly connected to the device and to the wall outlet.
- Check the connection of the HDMI cable to your TV or One Connect Box.

- Make sure that the cables between your TV and the external devices are properly connected. The COMPONENT IN port may not be supported depending on the model or geographical area.
- Also make sure that the correct source is selected on the Home Screen ( -> Source).
- If the same problem continues, try connecting another external device to the TV using an HDMI cable. If the display is correct, your external device may be faulty.

## **The Picture is Distorted, or No Sound Comes Out of the Sound Bar**

No TV sound from the soundbar, or distorted TV picture is usually caused by poor connections.

When the TV does not connect with an external device properly

- The color and design of the TV and its accessories and the features may differ depending on the model or geographical area.
- When the picture looks distorted,
- First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect (OC) Box, then unplug the power cord and plug it back into the wall outlet.
- First disconnect and reconnect the power cables and HDMI cables on the back of your TV or the One Connect (OC) Box, then unplug the power cord and plug it back into the wall outlet.
- If the external device supports UHD video, use a dedicated HDMI cable (4K) for HDMI video playback.
- If a component cable is used, make sure that the colored connectors are connected to the matching connectors on the external device and the TV. The COMPONENT IN port may not be supported depending on the model or geographical area
- For better video quality, use an HDMI cable if your external device supports it.
- If you are using a set-top box, check the cable connection. The cable you need to check depends on the type of settop box
- Make sure that your access point is connected to the Internet. If not, disconnecting and reconnecting its power cable may be required.
- If the problem persists, check the video output settings in the settings menu of the external device, and ensure that your TV supports the video output mode. FHD TVs support up to 1080p video output, and UHD TVs support up to 2160p video output.
- If the problem persists, and if your TV uses the One Connect Cable, disconnect and reconnect the One Connect Cable to the TV and the One Connect (OC) Box. Ensure that the One Connect Cable is not pinched or bent sharply.

- If no sound comes out of your Sound Bar, and if it is connected to the TV with an HDMI cable, check the HDMI (eARC) connector on the back of the TV. HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.
- If your Sound Bar is connected to a receiver, and the receiver is connected to the TV using an HDMI cable, check the HDMI connector on the back of the TV. The cable must be connected to the HDMI (eARC) port on your TV. HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

## Internet Access is not Available

When the TV has trouble connecting to the Internet, these steps may help resolve the problem.

When the TV can't connect to the Internet

- The color and design of the TV and its accessories and the features may differ depending on the model or geographical area.
- If your TV is not connected to the internet, check the network and the status of your access point.
- On the remote control, press the button and move to Settings using the directional button.
- Select -> Settings -> General -> Network -> Network Status to check the network status.
- Select -> Settings -> General -> Network -> Network Status to check the network status.
- If the network isn't connected, a network reset may be required.
- Make sure that your access point is working properly. Check the LED indicators on your access point to make sure it is operating normally.
- If you are using a wireless access point, check the access point location. If the access point is too far from the TV, move it closer.
- Try rebooting the access point by disconnecting and reconnecting the power connector. It may take 1 to 2 minutes until the access point comes back online after a reboot.
- If the same problem continues, Select -> Settings -> General -> Network -> Network Status -> IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.
- If the same problem continues, select -> Settings -> General -> Network -> Network Status -> IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings.

- If the same problem continues, select -> Settings -> General -> Network -> Network Status -> IP Settings to change to a different DNS server. If a test occurs, cancel it and select IP Settings
- Select DNS Setting Enter manually.
- Select DNS Server, enter 8.8.8.8, then select OK.
- If the same problem continues, a software update or factory reset may be required.

Related menu path

- -> Settings -> General -> Network -> Network Status Try Now
- -> Settings -> General -> Network -> Reset Status Try Now
- -> Settings -> Support ->Software Update Try Now
- -> Settings -> General ->Reset Try Now

## **There is No Sound or the Speakers are Making an Odd Sound**

When there is an issue with the sound on the TV, you can check whether the issue is caused by the product, or the broadcasting signal and cables.

When no sound comes out of the TV, or the sound is breaking up

- The color and design of the TV and its accessories and the features may differ depending on the model or geographical area.
- If your TV does not produce any sound, press the Volume + button to increase the volume.
- If your TV is connected to an external device, check the volume of the external device.
- Check the volume on the screen. If a number for the TV volume is not displayed, select -> Settings -> Sound -> Sound Output. Then, select TV Speaker.
- Check the volume on the screen. If a number for the TV volume is not displayed, select -> Settings -> Sound -> Sound Output. Then, select TV Speaker.
- Check the volume on the screen. If a number for the TV volume is not displayed, select -> Settings -> Sound -> Sound Output. Then, select TV Speaker.
- To check sound output, Select -> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test.
- If the same problem continues, a software update or factory reset may be required.
- If there is sound but it is not clear, run a diagnostic test. On the remote control, press the button.
- Go to -> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test. to check the sound.

- Go to -> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test. to check the sound.
- If the test reveals a problem, select -> Settings -> Sound -> Expert Settings-> Reset Sound.
- If the test reveals a problem, select -> Settings -> Sound -> Expert Settings-> Reset Sound.
- If the test shows no problems, select -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information.
- If the test shows no problems, select -> Settings -> Support -> Device Care -> Self Diagnosis -> Signal Information.
- Signal strength must be more than 20 dB (more than 4 bars on the icon) for stable signal reception.
- If the same problem continues, a software update or factory reset may be required.

#### Related menu path

- -> Settings -> Sound -> Sound Output Try Now
- -> Settings -> Support -> Device Care -> Self Diagnosis -> Sound Test Try Now
- -> Settings -> Sound -> Expert Settings -> Reset Sound Try Now
- -> Settings -> Support -> Device Care-> Self Diagnosis -> Signal Information Try Now
- -> Settings -> Support -> Software Update Try Now
- -> Settings -> General -> Reset Try Now

#### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.